

POS: Error Codes

The POS device displays messages and codes that are (1) generated from within the POS device in response to operator actions or inactions to a transaction, (2) response code messages, or (3) transmitted directly from the Medi-Cal Host computer at the conclusion of a transaction.

POS Device Error Codes and Messages

<u>POS Code</u>	<u>POS Message</u>	<u>Action to Take</u>
CE	Communications Error to the local telephone network. Lines are all busy or no carrier was detected. The telephone number may be incorrect.	Try the operation again. If the error continues, call the EDS POS/Internet Help Desk.
CR	Corrupt Response	If you are performing an eligibility transaction, try the operation again. If you are performing a Share of Cost or Medi-Service transaction, perform an eligibility transaction to determine if your SOC or Medi-Service transaction was applied. If it was not applied, try the operation again.
FE	Function Error	Call the EDS POS/Internet Help Desk.
ID	Invalid Downline load received.	Call the EDS POS/Internet Help Desk.
IT	Invalid Terminal ID in response message.	Call the EDS POS/Internet Help Desk.
LC	Loss of Communication occurred during transaction.	Try the operation again.
ME	Internal MEmory system error detected; service may be required.	Call the EDS POS/Internet Help Desk.
NA	Not Available	Call the EDS POS/Internet Help Desk.
PE	Program Error	Call the EDS POS/Internet Help Desk.
TO	Connection to the Host was made but Timed Out because the Host did not reply in a predetermined time interval.	Try the operation again.

TRY AGAIN – TO

Example of a timed out message

POS Message

“Configure Device”

“Out of Service”

“Please Initialize”

“Power Fail Detected”

Action to Take

Call the EDS POS/Internet Help Desk.

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Try the operation again. Check the power plugs. If the error continues, call the EDS POS/Internet Help Desk.

NCPDP Reject Codes

If your drug claim is denied, a two-character National Council for Prescription Drug Programs (NCPDP) Reject Code will appear in parentheses next to one of the fields. These codes are explained in the *NCPDP Reject Codes for the Medi-Cal-Supplied POS Device* section of the *Medi-Cal Pharmacy Provider Manual*. The NCPDP codes correlate to one or more *Remittance Advice Details* (RAD) codes listed in the *Remittance Advice Details (RAD) Codes and Messages* section of the Part 1 Medi-Cal provider manual.

Electronic Claim Capture (EEC) Error Codes

For more information about Electronic Claim Capture (ECC) error codes, please see the *POS: HCFA 1500 Claim Submission* section in this user guide.